

# Nonconformance and Corrective and Preventative Action

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## NONCONFORMANCE AND CORRECTIVE AND PREVENTATIVE ACTION (4.5.2)

# Nonconformance and Corrective and Preventative Action (cont.)

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Section 4.5.2 of the standard contains the requirements for addressing, correcting and preventing nonconformance within the environmental management system.

# Nonconformance and Corrective and Preventative Action (cont.)

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The basic issue that needs to be addressed in the nonconformance and corrective and preventative section is

HOW DOES THE ORGANIZATION  
HANDLE NONCONFORMANCE  
WITH RESPECT TO THE EMS?

# Nonconformance and Corrective and Preventative Action (cont.)

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Three specific issues must be addressed:

1. Organization must develop a procedure for investigating nonconformance from the established EMS (include responsibility and authority).
  2. Organization must take the necessary actions to mitigate impacts.
  3. Organization will need to modify existing procedures as preventative action.
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# Nonconformance and Corrective and Preventative Action (cont.)

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4.5.2 is aimed at the following process:

1. document the nonconformance;
  2. notify and mitigate;
  3. investigate the cause;
  4. prevent reoccurrence;
  5. modify existing procedure (preventative);
- and,
6. communicate changed procedure.
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# Nonconformance and Corrective and Preventative Action (cont.)

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Where does the evidence of a nonconformance originate?

1. internal reporting system of the EMS, and
2. external sources such as suppliers, end users and stakeholders.

There must be recognition for the potential of external communication with respect to nonconformance.

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